

CaER ISO9000 Implementation Team Meeting
3/28/2002

Attendees:

Wendy Sullivan – CD02

Maria Hicks – CD20

Caroline Wang – CD30

Jeff Ehmen – CD60

Items Discussed:

1. Caroline handed out the ISO Master Schedule in Microsoft Project form. For key reps. who were not present, the schedule will be sent to you through internal mail.
2. Each department needs to submit a Customer Satisfaction success story to Tricia Kennedy. She will post these to the web. The story could be for a particular service that your dept. provides for which you get a great deal of feedback. Also, individuals should submit customer feedback they receive (through email, phone calls, etc.) to the customer satisfaction website themselves.
3. https://msfcsma3.msfc.nasa.gov/dbwebs/apps/qualcomm/summary.taf?_function=detail&CUSTOMER_LIST_uid1=CaER

Mary DeMurry, MSFC ISO Consultant, sent an email to Tricia Kennedy regarding the CaER Directorate customer list on the web. The form is incomplete and needs work. Caroline took the action to find out what we need to do.

4. Anyone who has not completed their continual improvement story should finish and submit to the web.

The current Continual Improvement Success Stories write up status is as follows:

Organization	Title	Completion Status (Y/N)	Post on the Web
CD01	SES Brochure		
CD01	Smart Books		
CD01	CaER ISO Implementation Plan		
CD03	First Time Launch Viewer's Program	Y	Y
CD10	NASA STARS	Y	N
CD20	E-Learning		
CD20	Scantron Surveys		
CD30	Software Release Process	Y	Y
CD30	Space Act Agreement		

CD30	SBIR Process		
CD40	Activation of Continual Improvement Website		
CD60	NASA Space Link	Y	Y
CD60	Moonbuggy Registration Process	Y	Y